

Finance and Administration Cabinet STANDARD PROCEDURE	PAGE: 1 OF 3
ISSUED BY: Office of the Secretary	
EFFECTIVE DATE: 06/06/05	
PROCEDURE # 1.3	
SUBJECT: Chain of Command	
DISTRIBUTION CODE: A, B, C, D	CONTACT: Office of the Secretary (502) 564-4240

I. PURPOSE

The Finance and Administration Cabinet (Cabinet) recommends that employees use their best efforts to resolve disputes and workplace issues at the level of management where the issue or dispute arises. Addressing disputes and workplace issues in this manner shall enable employees to promptly address workplace concerns and encourage resolution of the issue.

II. PROCEDURE

A. Employee-Initiated Issues

- An employee who has a concern involving the performance of his/her job duties or involving a co-worker, shall address the matter with his/her immediate supervisor.
- If the employee is not satisfied with the manner in which the issue is handled, the employee may approach his/her second line supervisor.
- The employee may pursue the matter through the chain of command, with the last step being the Office of the Secretary.
- If the employee is not comfortable addressing their concern in this manner, he/she may contact the Division of Human Resources and obtain their assistance.

NOTE: This process does not affect an employee's rights to pursue a grievance (101 KAR 1:375) or an appeal to the Personnel Board (KRS 18A.095) or to file a complaint of sexual harassment or discrimination pursuant to Finance Cabinet Standard Procedure #2.5.

B. Mediation

- The Cabinet encourages its employees with work-related disputes and issues to participate in Kentucky Employee Mediation Program (KEMP), a Commonwealth program that provides employees with a means of informally resolving work-related disputes and issues and improving work relationships between co-workers and/or supervisors.

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- Employees participating in KEMP shall be allowed to attend mediations during work hours.
- Supervisors shall advise the Division of Human Resources of any scheduled mediation.
- Supervisors shall advise the Office of Equal Employment Opportunity and Contract Compliance of any scheduled mediation that involves equal employment opportunity (EEO), Americans with Disabilities Act (ADA) or sexual harassment issues.
- Communications and agreements entered into as part of a mediation are confidential unless that confidentiality is waived by a party to the mediation.
- Employees can obtain more information by calling 502-564-3433 or 866-725-5463 or from the KEMP website <http://personnel.ky.gov/programs/kemp>.

C. Kentucky Employees Assistance Program (KEAP)

- The Cabinet encourages employees seeking help with personal problems to contact the Kentucky Employees Assistance Program (KEAP), a resource to help employees find solutions to personal problems negatively affecting their work.
- Supervisors may refer employees to KEAP when job performance deteriorates, however, participation is voluntary.
- Employee involvement with KEAP is permitted on state time with the supervisor's prior approval.
- Employees seeking more information can call 1-800-445-KEAP or 504-564-5788 or at <http://personnel.ky.gov/programs/keap>.
- Any information provided by an employee to KEAP shall be held in the strictest confidence according to state and federal law. By law, confidentiality does not apply when there is a threat of harm to self or others, or in an abusive situation. Any other information disclosed requires an employee's specific written permission.

III. DISCIPLINARY ACTION

An employee who fails to follow the steps to resolving work-related issues set forth in this procedure may be subject to disciplinary action, up to and including dismissal.

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IV. REFERENCE

- [KEMP Homepage](#)
- [KEAP Homepage](#)
- [101 KAR 1:375 Kentucky Employee Assistance Program \(KEAP\)](#)
- [KRS 18A.095 Rights of Executive Department Employees](#)
- [Finance and Administration Cabinet Standard Procedure #2.5 Sexual Harassment](#)

V. FORMS

- [Request for Mediation Form – 7. Forms – 1.3/a](#)

NO STANDARD PROCEDURE MAY BE REVISED BY ADDENDUM, MEMORANDUM OR ANY OTHER MEANS OTHER THAN THOSE SET OUT IN STANDARD PROCEDURE # 1.1 ENTITLED “FINANCE AND ADMINISTRATION CABINET PROCEDURES AND MANUAL.”

DISTRIBUTION CODES:

A. Senior Management	B. Division Directors	C. Branch Managers/Supervisors
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